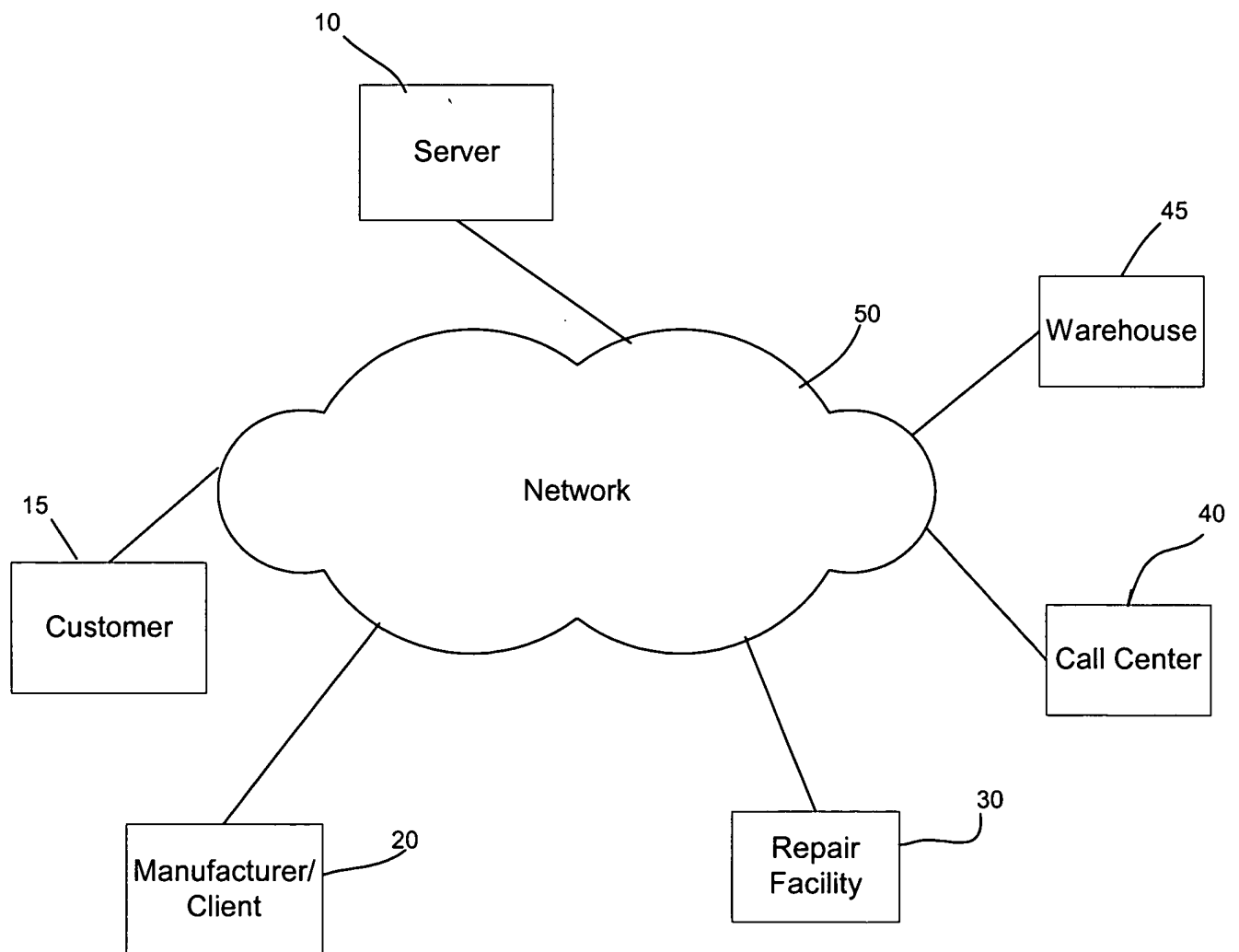




FIG. 1



0926121-050401

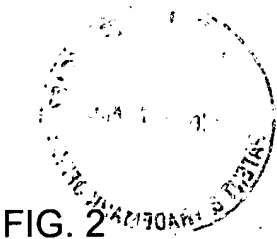
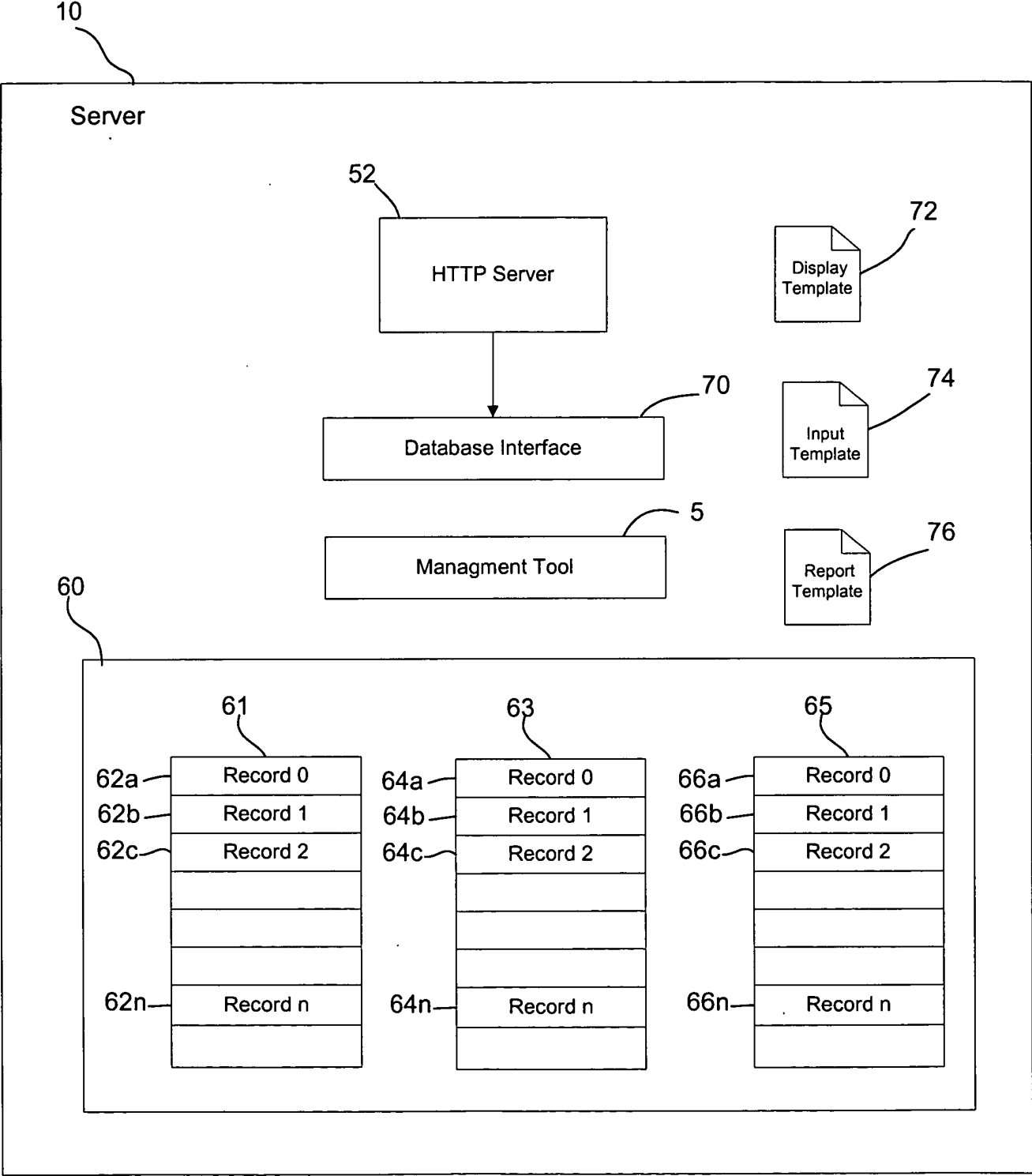


FIG. 2



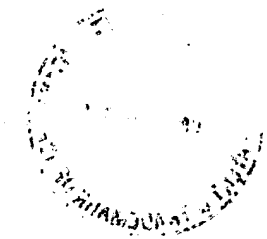
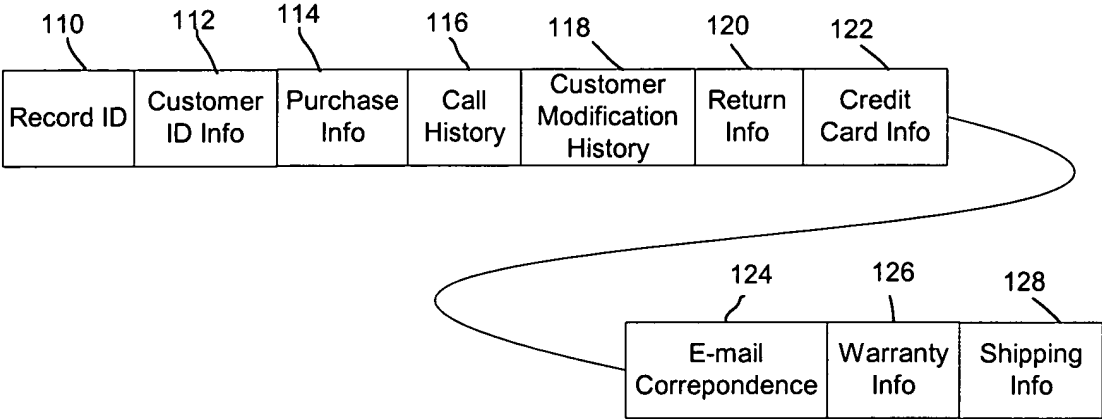
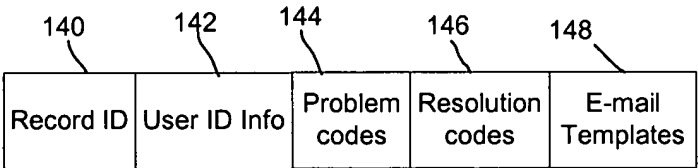


FIG. 3

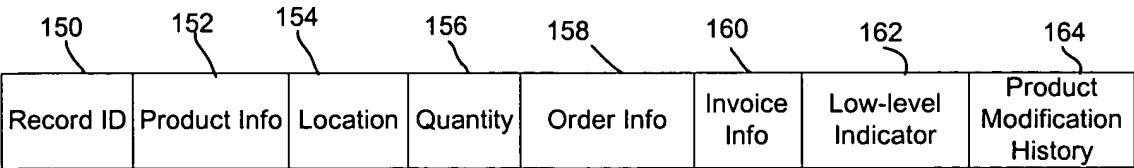
Record 62



Record 64



Record 66



0936131-000491

FIG. 4

5

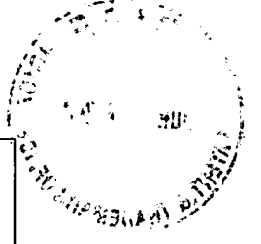
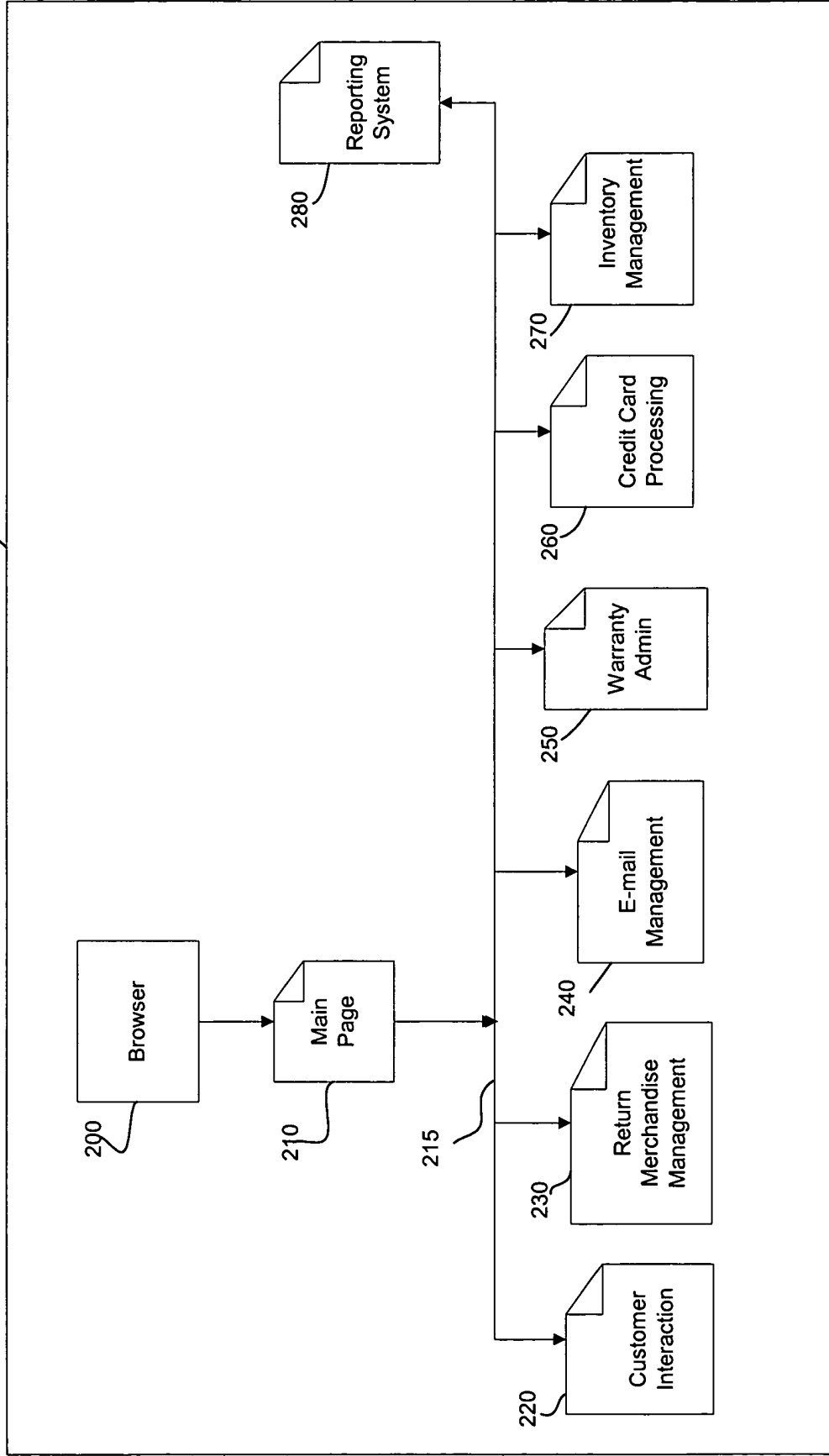
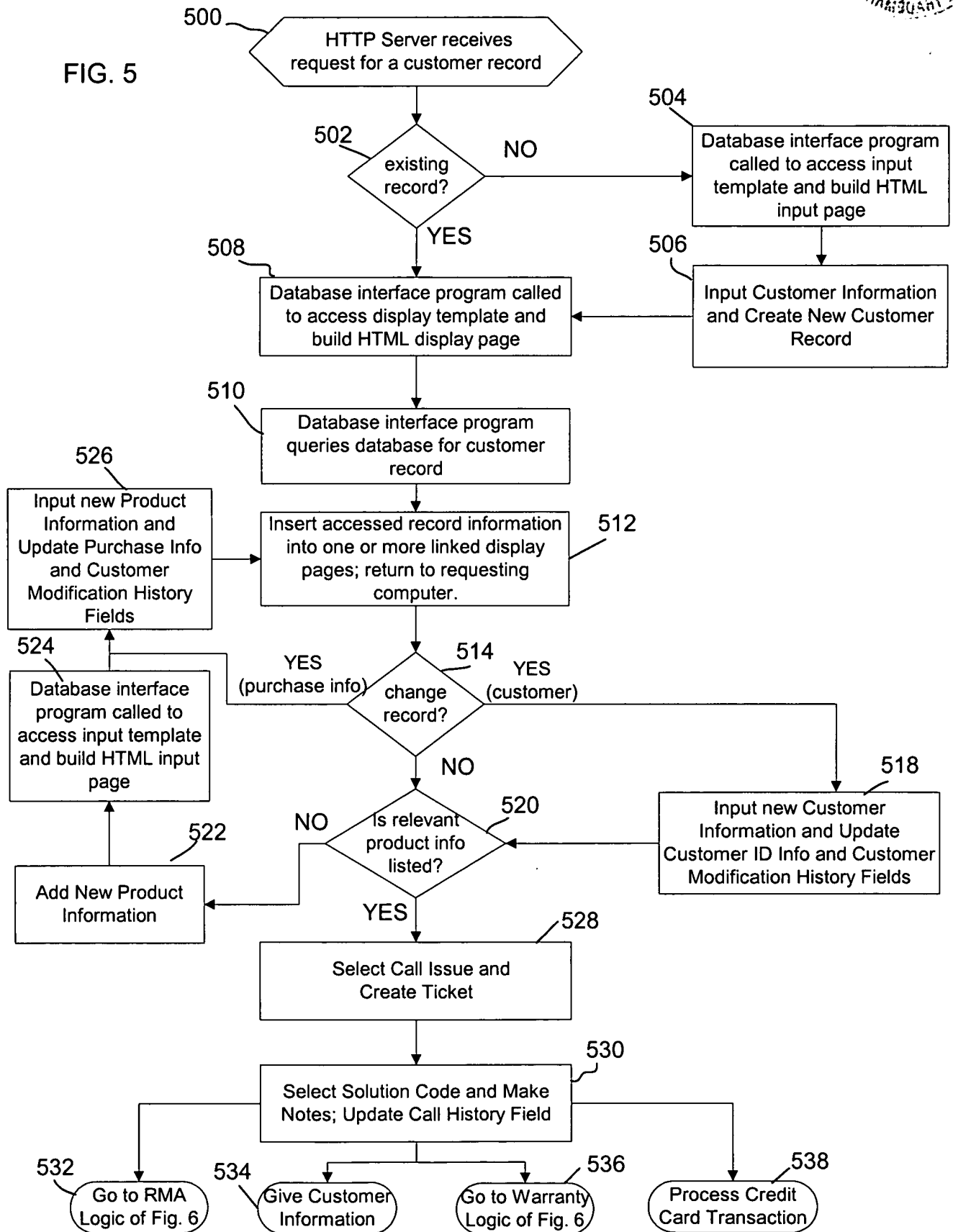


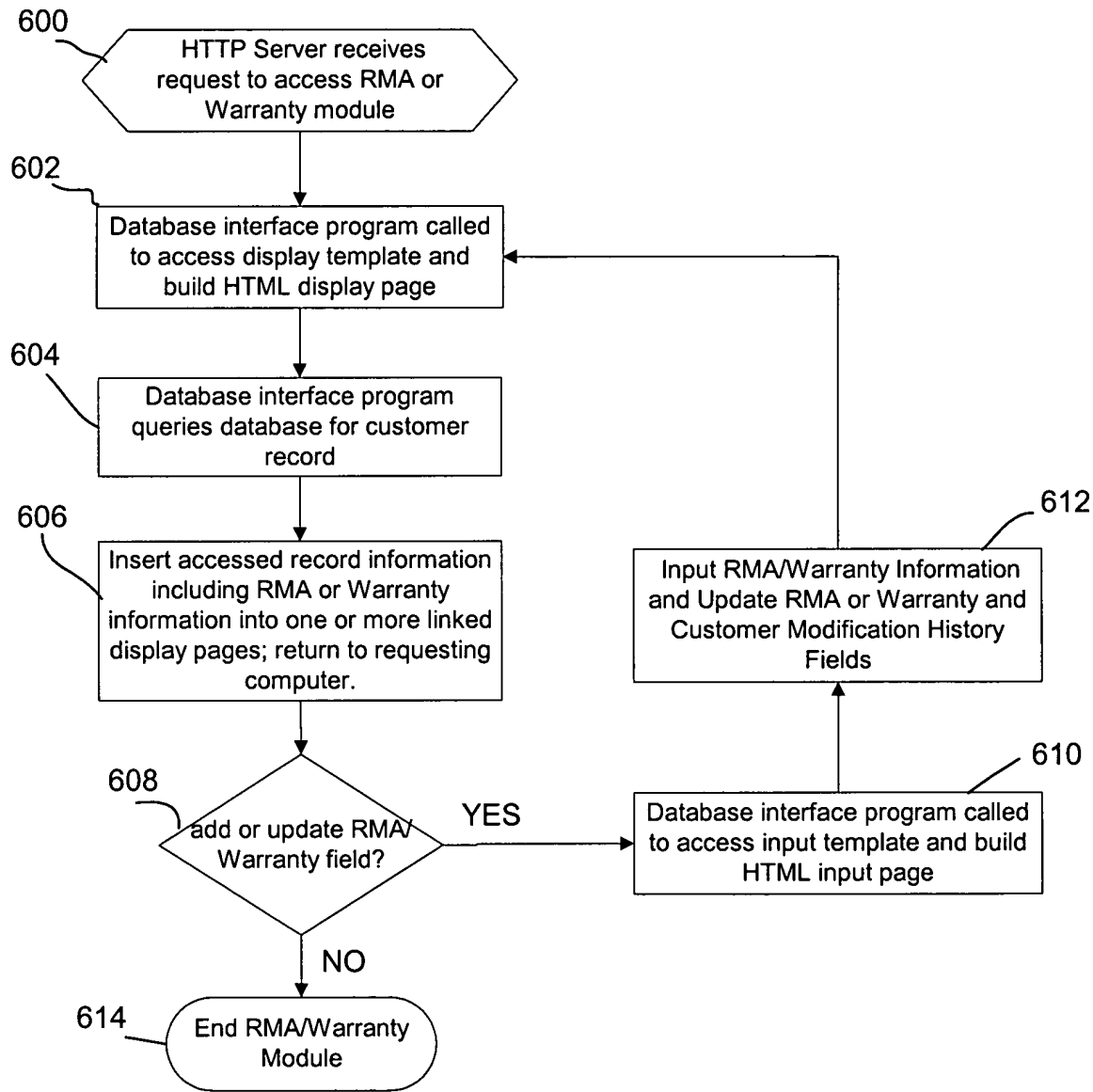


FIG. 5



09866133.060404

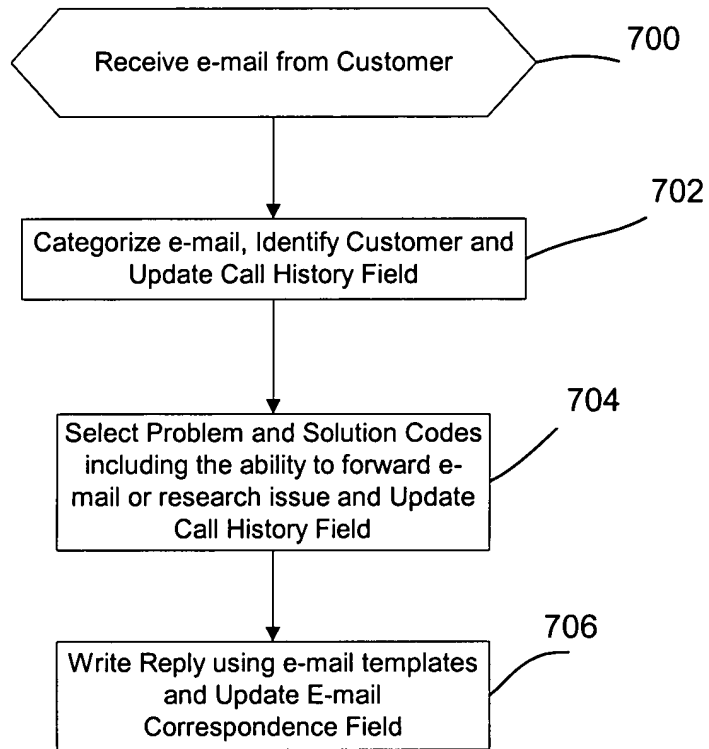
FIG. 6



0936430-030401

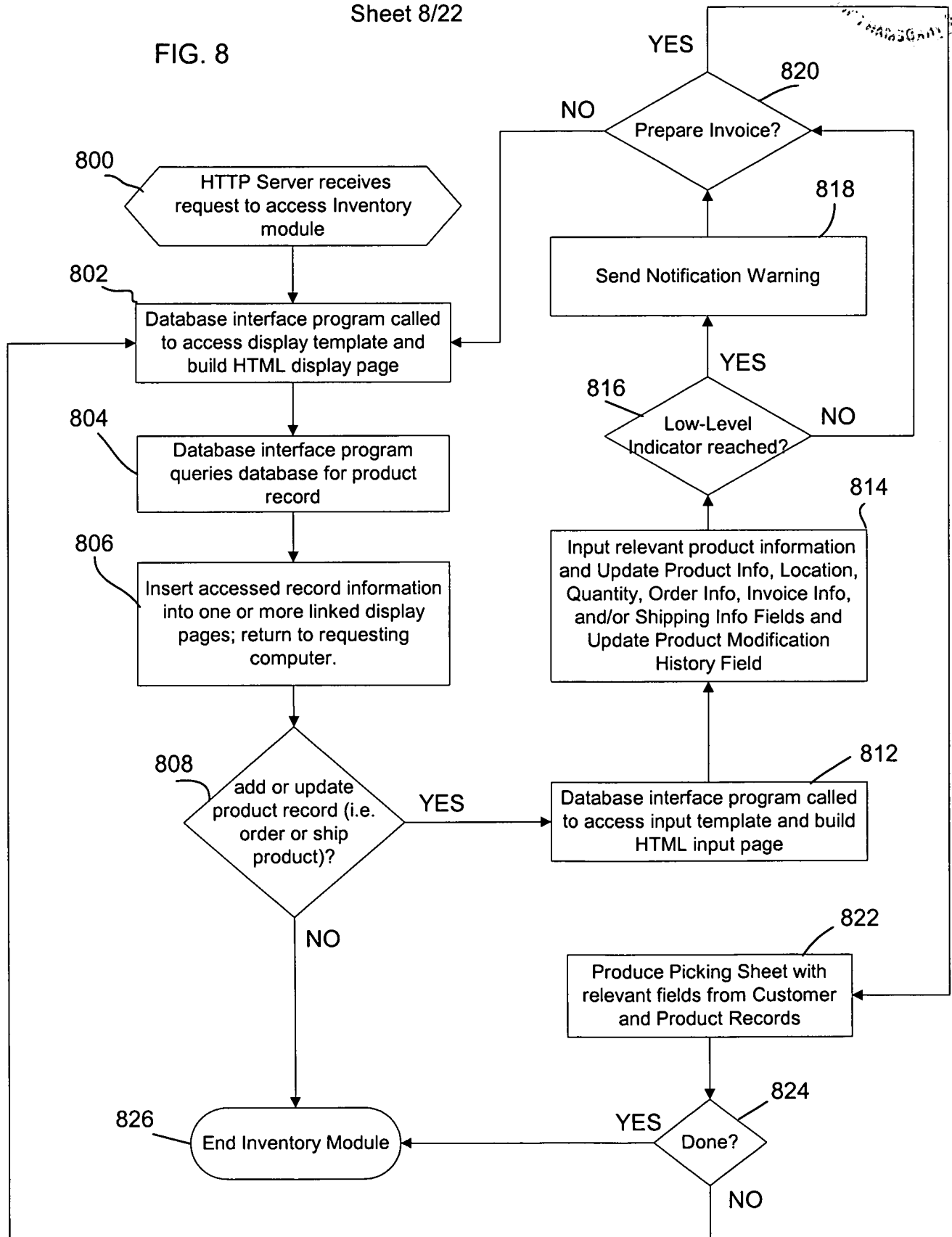


FIG. 7



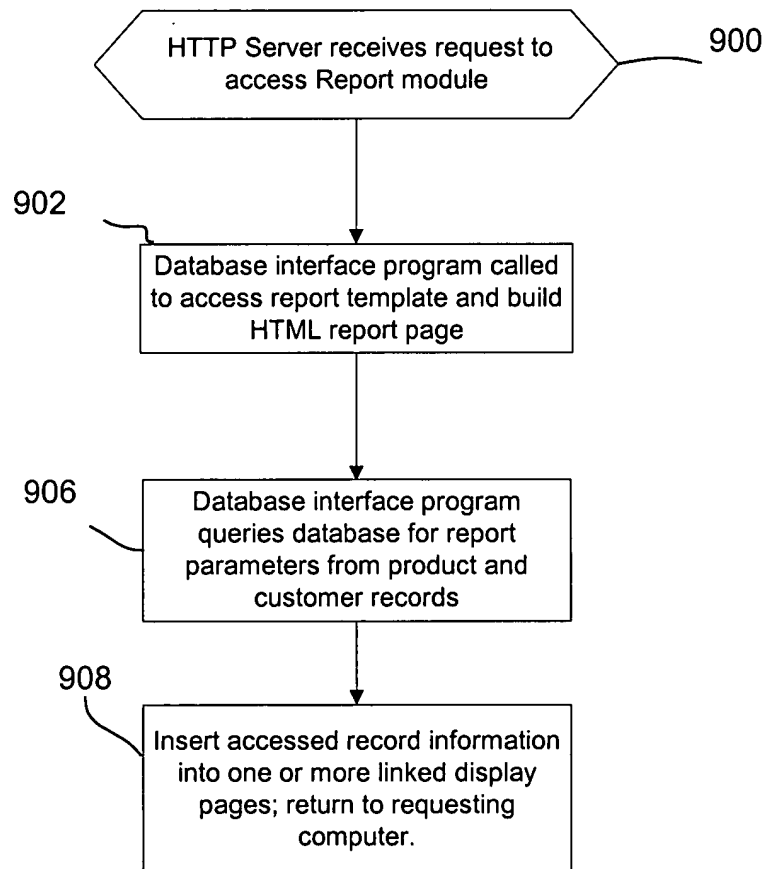
09826123.060404

FIG. 8



0926121.060401

FIG. 9



093261231-060401

FIG. 10

Customer Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Edit Real.com ALORICA ALORICA Links

Address http://crm.alorica.com/emachines/CustForm.asp?customer_id=166515&Customer_Product_Id=175097

Agent Name: Paul Hao
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer Customer ID: 166515 Product ID: 175097 Part Warranty: In Call Warranty: Out Call Num: 10 RMA 0 EW: Out

Customer Info Product Info ESA Info Escalation Info Call History RMA Info Part Request Info Pay For Support Info

Customer ID: 166515
Customer Product ID: 175097
First Name: Toni
Last Name: Test
Address: 40 Test Drive West
City: Testville
State:
Zip: 12345
Day Phone: 1234567890
Night Phone (Option): 9191919191
Fax (Option): 8282828282
Pager (option): 1818181818
Email (Option): test@testa.com
Company (option): Testa
Modify
Send mail to
Customer Record Modification History

Done Internet

09826121-060401

FIG. 11A

Lee et al.
Sheet 11/22

Customer Product Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ORPWA Edit Real.com ALORICA ALORICA

Address http://cm.alorica.com/emachines/product.asp

Agent Name: Paul Hao
Date: 9/13/00

Search Add Byes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Warranty: Out Call Num: 10 RMA 0 EW: Out
Test ID: ID: Issued #:

Customer Info Product Info ESA Info Escalation Info Customer History RMA Info Part Request Info Pay For Support Info

Customer ID, Customer Product ID Serial Number RMA Replaced
166515 175097 111222333 0

Add New or Another Product: New Product

Customer Info Product Info ESA Info Escalation Info Customer History RMA Info Part Request Info Pay For Support Info

FIG. 11B

Customer Product Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ORPWA Edit Real.com ALORICA ALORICA

Address http://cm.alorica.com/emachines/product1.asp?customer_id=166515&customer_product_id=175097

Agent Name: Paul Hao
Date: 9/13/00

Search Add Byes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Warranty: Out Call Num: 10 RMA 0 EW: Out
Test ID: ID: Issued #:

Customer Info Product Info ESA Info Escalation Info Customer History RMA Info Part Request Info Pay For Support Info

Customer ID: 166515
Customer Product ID: 175097
Model Number: 400id Change
Serial Number: 111222333
Monitor Serial Number:
Purchase Date: (MM/DD/YYYY) 12 / 10 / 1999
Part Warranty Expiration Date: (MM/DD/YYYY) 12 / 10 / 2000
Purchase Store:
Manufacturer: Emachines
Modify

Customer Product Record Modification History

| Agent Name | Date | Comment | Description |
|------------|------|---------|-------------|
| | | | |

Customer Info Product Info ESA Info Escalation Info Customer History RMA Info Part Request Info Pay For Support Info

FIG. 12

Call Tracking For Customer ID:

Please select or create a problem ticket.

| Ticket Id | Call Issue | Status |
|-----------------|-------------------|--------|
| 35 | Promotion Inquiry | OPEN |
| 37 | Product Inquiry | OPEN |
| Total Record: 2 | | |

Call Issue: Promotion Inquiry Create Ticket

- Promotion Inquiry
- Brochure Request
- Product Inquiry
- Sales Processing
- Order Status Inquiry
- Technical Inquiry
- Complaints
- RMA Request
- RMA Status Inquiry

<http://www.nirve.com/NIRVE/CALLCNTR/NewTicket.asp> Internet

Call Tracking For Customer ID: 3
& Customer Product ID: 3

Please select or create a problem ticket.

| Ticket Id | Problem Code | Status |
|-----------------|--------------|--------|
| 9 | MODEM | OPEN |
| 18 | MODEM | OPEN |
| 551 | HDD | OPEN |
| 685 | MODEM | OPEN |
| Total Record: 4 | | |

Problem Code: MOTHERBOARD Create Ticket

- HDD
- CD-ROM
- SOUND
- MOTHERBOARD
- OPERATING SYSTEM
- OTHER
- VIDEO
- INTERNET
- RESEARCH
- CUSTOMER SERVICE
- OTHER

<http://cim.alorica.com/pbcCanada/NewTicket.asp> Internet

Call Tracking For Customer ID:

Call Time: 1 Min.
Ticket ID: 37
Reason For Contact:

test

Solution:

test

Solution Code: Select A Solution Code Add Record

- Select A Solution Code
- Resolved Inquiry
- Processed Sale
- Sent Brochure
- Reported Complaint
- Issued RMA
- No Action

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FIG. 13

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Link

Address http://rma.alorica.com/emachines/rmaset.cfm

Logged In As: Paul Han Log Out EMachines Support System

General Information

Introduction
RMA Status Check
Emulation
Emachines Inspection
Emachines Inspection
Code Page
Emachines Quality Control
Emachines Quality Control
Code Page
RMA Receiving
New Receiving
New Only Receiving
Receiving

EMachines Systems: RMA Status Check

You may search by any of the following:

RMA Number: EM050022121
Model Name:
Serial Number:
First Name:
Last Name:
Phone:
Zip Code:
Country:
Agent ID:
From:
Issue Date To:
Sort By: RMA Number

Find Clear Form

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09826121.050401

RMA Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA EMail ALORICA Links

Address http://crm.alorica.com/emachines/RMA.asp

Agent Name: Paul Hao
Date: 7/11/00

Search Add Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Warranty: In Call Issued Num: 9 Rma 1 EW: Out
Test ID: ID: #:

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

Please select a RMA record to RMA history record

| RMA No | Issue Date | Shipped Date | Received |
|------------------|------------|--------------|----------|
| EM050022121 | 05/22/00 | | |
| Total Record = 1 | | | |

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

FIG. 14B

RMA Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA EMail ALORICA Links

Address http://crm.alorica.com/emachines/RMA_Info.asp?RMAID=EM050022121

Agent Name: Paul Hao
Date: 7/11/00

Search Add Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Warranty: In Call Num of Issue 10 EW: Out
Test ID: ID: Rma:

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

RMA Status Result

| | |
|-------------------|--------------------|
| RMA Date | May 22 2000 |
| RMA Number | EM050022121 |
| RMA Agent | Paul Hao |
| First Name | Toni |
| Last Name | Test |
| Address1 | 40 Test Drive West |
| Address2 | |
| Address3 | |
| City | Testville |
| State | Testonia |
| Zip Code | 12345 |
| Country | US |
| Contact | |
| Phone | 1234567890 |
| Alternate Phone | 9191919191 |
| E-mail | tttest@ttesta.com |
| Alt. E-mail | |
| Model Name | 400id |
| Serial Number | 111222333 |
| Warranty (In/Out) | 1 |
| Purchase Date | |

Done

09826121-050401

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Edit

Address http://care.alorica.com/edw/frameset.cfm?page_name=customer_info.cfm&CustomerId=111867&RequestTimeout=1200&CFID=425&CFTOKEN=7139366

Alorica, Inc.: Extended Warranty On-Site Service Support System

Search Customer Information Extended Warranty Service History Case Status Service Center User Admin Operation Reports Log Out

Customer Information

First Name: paul

Last Name: hao

Address: test

City, State Zip: Diamond Bar, CA 91765

Phones: Day 9096102511

Evening

Fax

Email: paul@alorica.com

Company: Alorica

Edit Customer

Product Information

| Model | Serial No | Monitor Serial No | Extended Warranty No | Purchase Date | Purchase From | Status | |
|-------|-----------|-------------------|----------------------|---------------|---------------|----------|------|
| | 810001 | test | 810001 | 11/11/1999 | | Approved | Edit |

Internet

FIG. 15B

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Edit

Address http://care.alorica.com/edw/frameset.cfm?page_name=customer_info.cfm

Service Center User Admin Operation Reports Log Out

Phones: Day 9096102511

Evening

Fax

Email: paul@alorica.com

Company: Alorica

Edit Customer

Product Information

| Model | Serial No | Monitor Serial No | Extended Warranty No | Purchase Date | Purchase From | Status | |
|-------|-----------|-------------------|----------------------|---------------|---------------|----------|------|
| | 810001 | test | 810001 | 11/11/1999 | | Approved | Edit |

Record History

| Agent | Date | Description | Comments |
|--------|---------------------|------------------------|-------------|
| edward | 2000-04-12 13:02:57 | Update Customer Record | tit |
| edward | 2000-01-31 10:14:47 | Update Customer Record | deox |
| edward | 2000-01-31 17:08:41 | Update Customer Record | test |
| edward | 1999-10-27 15:36:24 | Update Customer Record | Update Info |
| edward | 2000-04-28 18:28:17 | Update Customer Record | oo |
| edward | 2000-04-28 18:28:30 | Update Customer Record | oo |
| edward | 2000-01-31 15:13:33 | Update Customer Record | dat |
| sup | 1999-12-07 12:48:17 | Update Customer Record | test |
| sup | 2000-01-24 17:38:14 | test | Modify |

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Internet

FIG. 16

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Links

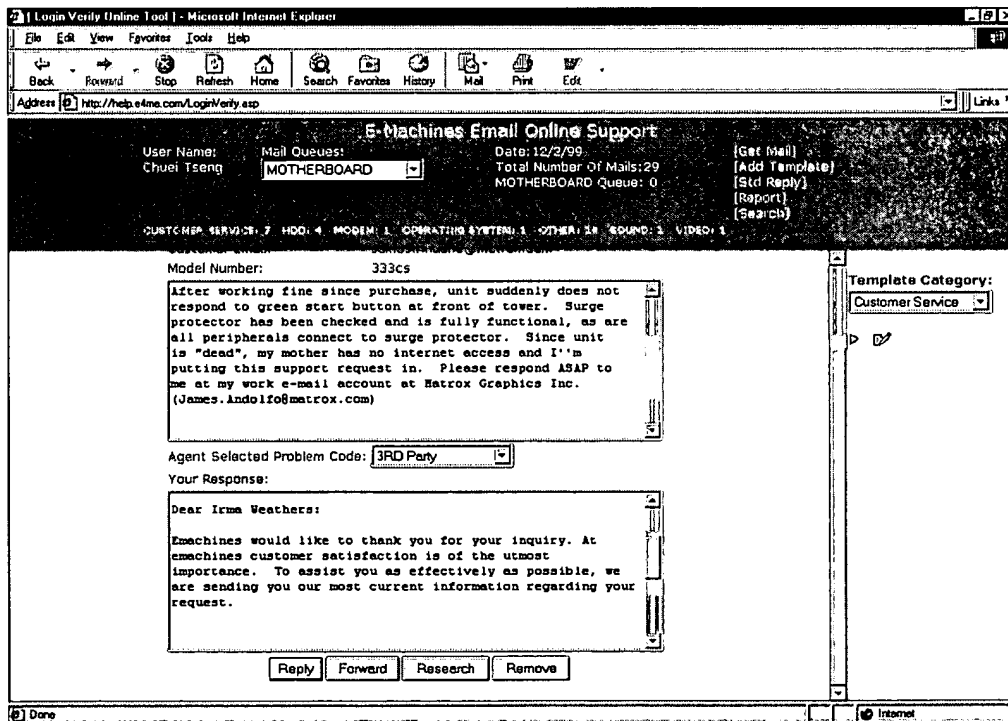
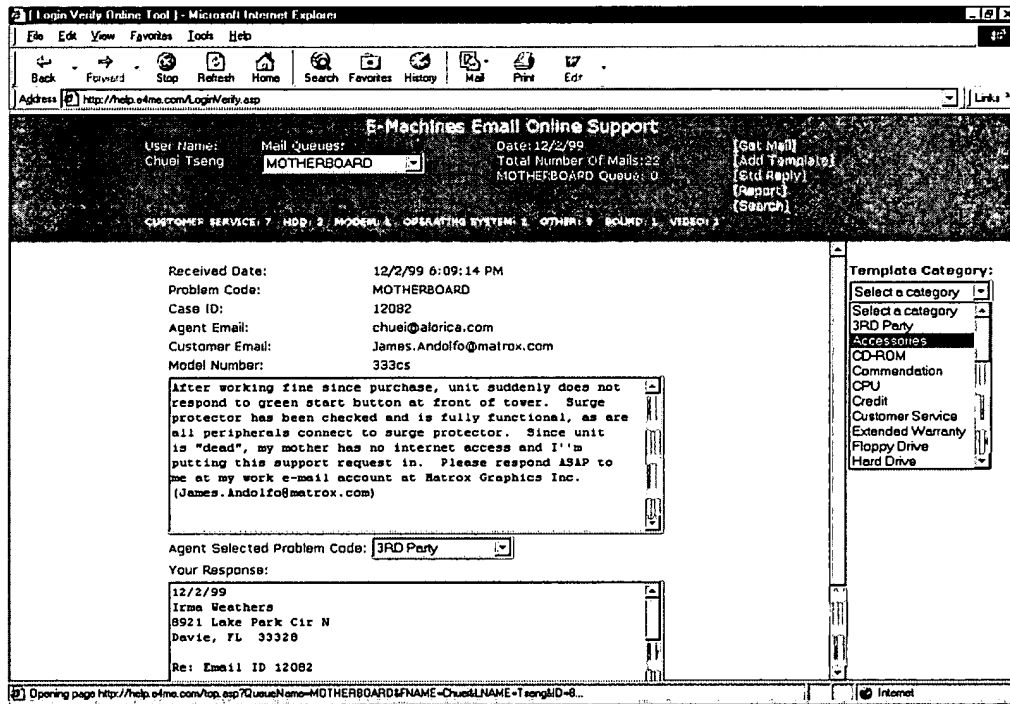
Address http://rma.alorica.com/emachines/frameset.cfm

Logged In As: Paul Hao Log Out EMachines Support System

| | RMA Number | RMA Date | Receive Date | Receive Agent | Receive Shipper | Model No | Part No |
|---------------------------|---------------------|-----------|--------------|---------------|-----------------|--------------|---------|
| Receiving Report | Received RMA | | | | | | |
| Mass Receiving | EM060008135 | 6/8/2000 | 7/7/2000 | | | eMonster 550 | |
| Mass Entry Receiving | EM060008186 | 6/8/2000 | 7/7/2000 | | | 366i | |
| Receiving | EM060010123 | 6/10/2000 | 7/7/2000 | | | 366c | |
| Print Traveler | EM060010134 | 6/10/2000 | 7/7/2000 | | | 366i2 | |
| RMA Shipping | EM060011131 | 6/11/2000 | 7/7/2000 | | | 366i2 | |
| RMA Shipping | EM060012128 | 6/12/2000 | 7/7/2000 | | | 433i | |
| Operation Reports | EM060012190 | 6/12/2000 | 7/7/2000 | | | eMonster 500 | |
| Agent Function Search | EM060013133 | 6/13/2000 | 7/7/2000 | | | 366c | |
| Receiving Report | EM060013176 | 6/13/2000 | 7/7/2000 | | | 400i3 | |
| Repair Stage Report | EM060013228 | 6/13/2000 | 7/7/2000 | | | 333cs | |
| QC Discrepancy Report | EM060013231 | 6/13/2000 | 7/7/2000 | | | 500i | |
| Inspectoin Code Report | EM060014062 | 6/14/2000 | 7/7/2000 | | | 400i | |
| Inspectoin Summary Report | EM060014087 | 6/14/2000 | 7/7/2000 | | | 366c | |
| TSA Report | EM060014097 | 6/14/2000 | 7/7/2000 | | | 400i3 | |
| Call Center Report | EM060015095 | 6/15/2000 | 7/7/2000 | | | 466id | |
| EPR Shipping Report | EM060015098 | 6/15/2000 | 7/7/2000 | | | 366i | |
| User Administration | EM060015122 | 6/15/2000 | 7/7/2000 | | | 366i2 | |
| Download/ | EM050024097 | 5/24/2000 | 7/7/2000 | | | 400id | |
| | EM050024184 | 5/24/2000 | 7/7/2000 | | | 400i | |
| | EM050026294 | 5/26/2000 | 7/7/2000 | | | 466is | |

Internet

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FIG. 18A

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA DA Edit ALORICA ALORICA

Address http://www.techjungle.com/pbrec/admin/ProductMain.aspx?Product_ID=338

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Inventory | Add Product | Inventory | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Product Info | Compatible Model | Subdata | Inventory Records

Product Id: 338
Category: PDA Select Rename
Sub-category: MobilePro Select Rename
Manufacturer: NEC Select Rename
Part No: JNB-002
Model Type: Refurbished NEC Handheld Device Mobile
SKU: MCR520A
Size: 1
Quantities On Hand: 39
Ordered Quantities: 2
Low Qty Alert: 5
Quantity On Order: 0
Location Code:

FIG. 18B

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA DA Edit ALORICA ALORICA

Address http://www.techjungle.com/pbrec/admin/ProductMain.aspx?Product_ID=338

Refurbished MobilePro Professional PC Companion with 6.1" color touch

<html>
<head>
<title></title>
</head>

Marketing Text: <html>
<head>
<title></title>
</head>

Small Image Name: ProductImages/mpro770sm.gif
Large Image Name: ProductImages/mpro770sm.gif
Price (\$): 449.99
Cost (\$): 0
Weight (in lb): 5
Discontinued: No
Special Promotion: Yes
Show on Home Page: Yes
If unavailable will restock: Yes
Will show on public web sites: Yes

Low Qty Alert: 5
Quantity On Order: 0
Location Code:

Model Information: Refurbished MobilePro 770 Professional PC Companion with 6.1" color touchscreen

Modify

FIG. 18C

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA DA Edit ALORICA ALORICA

Address http://www.techjungle.com/pbrec/admin/ProductMain.aspx?Product_ID=338

Weight (in lb): 5
Discontinued: No
Special Promotion: Yes
Show on Home Page: Yes
If unavailable will restock: Yes
Will show on public web sites: Yes

Modify

Stores For Product ID:338

| Store Name | Remove |
|------------|--------|
| PB-NEC | Remove |
| Add Store | |

Product Record Modification History For Product ID: 338

| Agent Name | Date | Note | Action |
|--------------|--------------------|---------|--------|
| Robert Chung | 4/11/00 4:01:20 PM | price | Modify |
| Robert Chung | 4/11/00 4:00:27 PM | price | Modify |
| Robert Chung | 2/16/00 2:49:39 PM | price | Modify |
| James Chang | 2/4/00 3:01:07 PM | changes | Modify |
| James Chang | 2/4/00 3:00:26 PM | new | Add |

Product Info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents

Internet

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Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA ALORICA

Address http://www.techjungle.com/pbnc/admin/inventory.asp

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

| SKU: | Model Type: | Location | Quantity On Hand |
|-----------|---------------------------|-------------|------------------|
| 010-00001 | PRINTER HP694C | | 0 |
| 011047-01 | MON 3070A 17 | | 22 |
| 011106 | Newly Manufactured NEC 15 | | 72 |
| 011144 | MON 2160 15 | A3U/A4U/A11 | 81 |
| 011146 | MON 3070A 17 | | 78 |
| 030013 | SC WD1004A-27X | | 0 |
| 030036 | CNTRLR CT1600 SB PRO II | | 0 |
| 030037 | SC NX PRO (PCT) 8 BIT | | 0 |
| 030039 | SC BXII AUDIO CONTROLLER | | 0 |
| 030040 | SC SG NX PRO 16BIT | | 0 |
| 030041 | SC SG PRO 16 MOZART | | 0 |
| 030043 | CNTRLR 2nd SERIAL PORT | | 1 |
| 030057 | VB PWB-1841-1 SPECTRIA | | 0 |
| 030059 | VB PWB-1841-3 SPECTRIA | | 0 |
| 030069 | SC SOUND-16ASRS W/O AMP | | 0 |
| 030082 | SC 14.4AMSP, REV.A | D25U/D2U | 992 |
| 030101 | SC 288SP SND2 10K OHM | | 124 |

Done Internet

FIG. 19B

Inventory P.O. - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA ALORICA

Address http://www.techjungle.com/pbnc/admin/Purchase.asp

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Product Info | Compatible Model | Inventory Records |

Vendor: Order Number:

Order Date (mm/dd/yy): Available Date:

SKU: Quantity:

Unit Cost (\$):

Note:

Add

Inventory Purchase Orders For PO:

| id | Order Number | SKU | Order Date | Qty | Unit Cost | Vendor | Available Date | Note | Delete |
|------------------------------|--------------|-----|------------|-----|-----------|--------|----------------|------|--------|
| Total Records on This Page 0 | | | | | | | | | |

Product Info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents |

Done Internet

09826121-060401

Invoice - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA CA ES Links

Address http://www.techjungle.com/pbnc/admin/invoice.asp

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Customer Info | Invoice | Orders | RMA | Create Picking Sheet

Invoice ID: 9 eMachines
Invoice Date: 12/28/99 12:21:09 PM
Status: SHIPPING_NOTIFIED

Ship To Address:

First Name: test
Last Name: test
Address: test
City: test
State: CA
Country: USA
Zip: 91748
Day Phone: 1112223333
Eve Phone: 3332221111
Zip:
Shipping Method: FedEx 2day Select

Credit Card Information:

Credit Card Type: Master Card
Credit Card Number: 4111111111111111

Done Internet

FIG. 20B

Picking Sheet - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA CA ES Links

Address http://www.techjungle.com/pbnc/admin/PickingSheet.asp?Invoice_Id=548060K_Invoice_Id=1393

eMachines
Agent Name: Paul Hao

Ship to: test test Bill to: test test Date: 12/28/99 12:21:00 PM
test,CA91748 test,CA91748
Tel:(0) (111) 2223333 Tel:(0) (111) 2223333
Tel:(E) (333) 2221111 Tel:(E) (333) 2221111
Email: Email: paul@alorica.com

Phone: (111) 2223333 Customer ID: 0533 Invoice ID: 1393

Part No. Location Bld. Model Qty Ship. Shipped Bld Available Date Tracking No. Method Unit Price Qty Total

No Order Items!

| Credit Card Type | Credit Card No | Expiration Date | Pre-Authorization Order No | Pre-Authorization Reference No | Pre-Authorization Return Code | Status |
|------------------|------------------|-----------------|----------------------------|--------------------------------|-------------------------------|-------------------|
| Master Card | 4111111111111111 | 01/00 | | 9464054738381061365531 | | SHIPPING_NOTIFIED |

Comment: This is a test

Done Internet

09826121-060401

Order List From: 7/12/00 To: 7/12/00
FOR Store: eMachines

| Order ID | Invoice ID | Customer ID | Product ID | SKU | Part No | Order Date | Status | Order Qty | Shipped Qty | Unit Price | Sub Total | Ship By | B/O Available Date | Product Category | Product Name | Mo |
|----------|------------|-------------|------------|-----|---------|-----------------------|---------------|-----------|-------------|------------|-----------|----------|--------------------|------------------|---------------|-----|
| 18295 | 16486 | 13929 | 1438 | 584 | 584 | 7/12/00 1:02:28 AM | SHIPPED | 1 | 1 | \$0.00 | \$0.00 | Two Day | | Restore CDs | eMachines Res | |
| 18298 | 16489 | 13932 | 1403 | 560 | 560 | 7/12/00 6:16:55 AM | SHIPPED | 1 | 1 | \$54.95 | \$54.95 | Two Day | | Desktop Parts | eMachines | Pov |
| 18299 | 16490 | 13933 | 1403 | 560 | 560 | 7/12/00 6:53:08 AM | SHIPPED | 1 | 1 | \$54.95 | \$54.95 | Two Day | | Desktop Parts | eMachines | Pov |
| 18300 | 16491 | 13934 | 1403 | 560 | 560 | 7/12/00 6:53:24 AM | SHIPPED | 1 | 1 | \$54.95 | \$54.95 | Two Day | | Desktop Parts | eMachines | Pov |
| 18303 | 16494 | 13937 | 1403 | 560 | 560 | 7/12/00 7:04:23 AM | SHIPPED | 1 | 1 | \$54.95 | \$54.95 | Two Day | | Desktop Parts | eMachines | Pov |
| 18304 | 16495 | 13938 | 1403 | 560 | 560 | 7/12/00 7:04:58 AM | SHIPPED | 1 | 1 | \$54.95 | \$54.95 | Next Day | | Desktop Parts | eMachines | Pov |
| 18305 | 16496 | 13939 | 1436 | 582 | 582 | 7/12/00 7:06:11 AM | PRODUCT READY | 1 | 0 | \$0.00 | \$0.00 | Two Day | | Restore CDs | eMachines Res | |
| 18307 | 16498 | 13941 | 1403 | 560 | 560 | 7/12/00 7:18:06 AM | SHIPPED | 1 | 1 | \$54.95 | \$54.95 | Two Day | | Desktop Parts | eMachines | Pov |
| 18308 | 16499 | 13942 | 1403 | 560 | 560 | 7/12/00 7:19:15 AM | SHIPPED | 1 | 1 | \$54.95 | \$54.95 | Next Day | | Desktop Parts | eMachines | Pov |

FIG. 21B

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

Logged In As: Paul Hap Log Out

EMachines Support System

| Part Request | SKU | Category | Manufacturer | Description | Price | Quantities | Weight | Location | Edit |
|---------------------|-------|--------------|--------------|-------------------------------------|-------|------------|--------|----------|------|
| Station Chassis | 569 | Floppy Drive | eMachines | eFDD Samsung SFD-321B | | 1 | 1.10 | A12 | Edit |
| CC Processor | 525 | Heat Sinks | eMachines | eFan Orient MMX/AMD-K6 | | 0 | | | Edit |
| CC Chassis Board | 526 | Heat Sinks | eMachines | eFan AAYID MMX/AMD-K6/MII | | 1 | | | Edit |
| Fullfillment | 527 | Heat Sinks | eMachines | eFan AAYID MII(w/o PAD) | | 0 | | | Edit |
| Receivable | 528 | Heat Sinks | eMachines | eFan AAYID Intel PIII SECC2 | | 0 | | | Edit |
| Parts Request | 529 | Heat Sinks | eMachines | eFan Dusing Celeron SEPP (w/o Clip) | | 0 | | | Edit |
| FulfillmentFrame | 530 | Heat Sinks | eMachines | eFan Dusing Celeron SEPP Clip | | 1 | | | Edit |
| FulfillmentFrame2 | 531 | Heat Sinks | eMachines | eFan AAYID Celeron FCPGA | | 1 | | | Edit |
| CC ProcessorFrame2 | 532 | Heat Sinks | eMachines | eFan Foxconn Intel FCPGA | | 0 | | | Edit |
| StationFrame2 | AL002 | KDS Products | KDS | eOne mouse | | 0 | | | Edit |
| ReceivableFrame2 | AL003 | KDS Products | KDS | eOne Keyboard | | 1 | | | Edit |
| Warehouse | AL004 | KDS Products | KDS | eOne power cord | | 1 | | | Edit |
| RMA Part | 566 | Keyboards | eMachines | eKB Chicony 2971-Standard | | 0 | | | Edit |
| RMA Refective Part | 567 | Keyboards | eMachines | eKB Chicony 5001-Standard | | 2 | | | Edit |
| Administration | 568 | Keyboards | eMachines | eKB BTC 5000A(6-Key/Internet) | | 7 | | | Edit |
| Unit Administration | 569 | Keyboards | eMachines | eKB BTC 5190(19-Key/ekeys) | | 3 | | | Edit |
| Find User | 232 | Modems | eMachines | eModem Rockwell MW560CI | | 74 | | | Edit |
| RMA Admin Ho | 414 | Modems | eMachines | eModem Lucent MM9250 | | 159 | | | Edit |
| Resolution Data | 571 | Mouse | eMachines | eMouse Logitech M-SAS51 | | 6 | | | Edit |
| | AL001 | Power Cord | eMachines | eTower / eView cord | | 0 | | | Edit |

FIG. 22A

Alorica Clients - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Real.com ALORICA ALORICA

Address http://clients.alorica.com/Itemset.cfm

Alorica Client

Client: emachines

Group: Groups

Date: 9/12/2000

Log Out Add A/C List Groups Add Group Clients/Users Reports Admin.

eMachines RMA report 9/13/00

| SKU | Description | Weekly Usage | 4 Weekly Ave. | Current Inventory | Ordered | On Order 1 | Arrival Date 1 | On Order 2 | Arrival Date 2 | On Order 3 | Arrival Date 3 | On Order 4 | Arrival Date 4 | Projected Inventory End Week 1 | Projected Inventory End Week 2 | Projected Inventory End Week 3 | Projected Inventory End Week 4 | Projected Inventory End Week 5 |
|-----|-------------------|--------------|---------------|-------------------|---------|------------|----------------|------------|----------------|------------|----------------|------------|----------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| 004 | eView 15 | 0 | 0 | 0 | 0 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | 0 | 0 | 0 | 0 |
| 008 | eView 15s | 0 | 0 | 10 | 739 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 10 | 10 | 10 | 10 | 11 |
| 221 | eModem MW560CI | 0 | 0 | 0 | 2876 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | 0 | 0 | 0 | 0 |
| 232 | Rockwell MW560CI | 1193 | 369.5 | 3491 | 2876 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 3121.5 | 2752 | 2382.5 | 2013 | 14 |
| 323 | eTower 300 - RMA | 0 | 0 | 4 | 0 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 4 | 4 | 4 | 4 | 4 |
| 329 | eTower 300k - RMA | 0 | 0 | 166 | 0 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 166 | 166 | 166 | 166 | 11 |
| 333 | eTower 333k - RMA | 0 | 0 | 0 | 0 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | 0 | 0 | 0 | 0 |
| 333 | eTower 333k - RMA | 0 | 0 | 5 | 0 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 5 | 5 | 5 | 5 | 5 |
| 333 | eTower 333k - RMA | 0 | 0 | 399 | 0 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 399 | 399 | 399 | 399 | 3 |
| 341 | eTower 341k - RMA | 0 | 0 | 155 | 0 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 155 | 155 | 155 | 155 | 11 |
| 344 | eTower 344k - RMA | 0 | 0 | 0 | 0 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 0 | 0 | 0 | 0 | 0 |
| 346 | eTower 346k - RMA | 0 | 0 | 117 | 0 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 117 | 117 | 117 | 117 | 11 |
| 349 | eTower 349k - RMA | 0 | 0 | 23 | 0 | 0 | N/A | 0 | N/A | 0 | N/A | 0 | N/A | 23 | 23 | 23 | 23 | 2 |

Done Internet

FIG. 22B

Alorica Clients - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Real.com ALORICA ALORICA

Address http://clients.alorica.com/Itemset.cfm

Alorica Client

Client: emachines

Group: Groups

Date: 9/12/2000

Log Out Add A/C List Groups Add Group Clients/Users Reports Admin.

eMachines Parts Request Detail Report

Request Date: 09/09/2000 - 09/09/2000 Status: OPEN

| Request Date | Request ID | Name | Ship Date | Ship Method |
|--------------|--------------|--------------------|-----------|-------------|
| 09/09/00 | EPR090009023 | Leblanc, Stewart | | ups ground |
| 09/09/00 | EPR090009049 | OLIVER, KIM | | ups ground |
| 09/09/00 | EPR090009075 | Dudley, Margaret | | ups ground |
| 09/09/00 | EPR090009101 | LEWRY, MARK | | ups ground |
| 09/09/00 | EPR090009127 | ARRICK, KAROLYN | | ups ground |
| 09/09/00 | EPR090009153 | ZILSTRE, BRIAN | | ups ground |
| 09/09/00 | EPR090009179 | Polling, Jamie | | ups ground |
| 09/09/00 | EPR090009180 | demmon, scotty | | ups ground |
| 09/09/00 | EPR090009181 | Bruist, Kimberly | | ups ground |
| 09/09/00 | EPR090009182 | Polina, Jenie | | ups ground |
| 09/09/00 | EPR090009183 | salcedo, carlos | | ups ground |
| 09/09/00 | EPR090009184 | Glaser, Gary | | ups ground |
| 09/09/00 | EPR090009185 | Rosa, Carlos | | ups ground |
| 09/09/00 | EPR090009186 | Sether, Greg | | ups ground |
| 09/09/00 | EPR090009187 | Flagel, Randy | | ups ground |
| 09/09/00 | EPR090009188 | Crockett, Todd | | ups ground |
| 09/09/00 | EPR090009189 | DANINO, RICHARD | | ups ground |
| 09/09/00 | EPR090009190 | CHAFFIELD, MICHELE | | ups ground |
| 09/09/00 | EPR090009001 | DUPLOUX, ERROL | | ups ground |
| 09/09/00 | EPR090009002 | MICHEL, JANET | | ups ground |
| 09/09/00 | EPR090009003 | Baxter, Charlene | | ups ground |
| 09/09/00 | EPR090009004 | Learn, Deanne | | ups ground |
| 09/09/00 | EPR090009005 | Berkovitz, Paul | | ups ground |
| 09/09/00 | EPR090009006 | ISRAEL, SHAUN | | ups ground |
| 09/09/00 | EPR090009007 | brodgen, edward | | ups ground |
| 09/09/00 | EPR090009008 | ISRAEL, SHAUN | | ups ground |
| 09/09/00 | EPR090009009 | MCDEVITT, ROBERT | | ups ground |

Done Internet

09326121.060401